

## DHIN TOCs

4/6/16

### DHIN Goals

- **Follow-up on ED visits real-time.**
- **Early identification of members for DM/CM programs.**
- **Educate members regarding site of service and related costs.**
- **Educate members about their acute condition/medications and need for follow-up.**
- **Provide member support for provider searches or other referrals.**

### Discussion Tips

1. Review discharge diagnosis and instructions.
2. Provide any education regarding condition or medications.
3. Assess other acute or chronic conditions for Program Enrollment
4. Explore referral source or reason for ED:
  - **PCP recommended ED**
  - **PCP unavailable**
  - **Ambulance/Police**
  - **Seriousness of condition-self referral**
  - **No PCP**
  - **MAU/Urgent Care referred member to ED**
  - **No Urgent care available or not aware**
5. Explain Urgent Care/PCP use vs ED: Review wait time/exposure to many germs in ER/sometimes the copay is higher at ER.
6. Is PCP or specialist follow-up visit required?
7. Home support available while recovering?
8. Transportation: Any difficulties with transportation to follow-up appointments? Did member drive self to ED?
9. Med Reconciliation: review meds with member per TOC program.
10. Prescriptions: If member was provided with prescriptions? If so were they able to get them filled? Any difficulty with copay? Medication education/side effects.

## DHIN & TOC Template

**Call disclaimers: CRD/HID**

**Reason for ED or Inpatient:**

**\*Reason for selecting ED:**

**Referral source:**

**Discharge instructions:**

**Progress:**

**Member Prioritized goal:**

**Barriers:**

**Referrals:**

**Self-management plan:**

**Education: HWC used**

**\*Site of Service Education:**

**F/u contact plan:**

**Anticipated topic:**

**\*DHIN specific items-use MAU list to guide member to local MAUs**